ShoreWare Call Manager

Improving productivity through efficient Unified Communications

ShoreTel®

BENEFITS

- *Streamline business communications*
- *Enhance overall end user productivity*
- *Reduce travel and meeting expenses*
- *Improve customer satisfaction with faster response*
- *Greater flexibility for more effective mobile communications*
- *Customizable, flexible and effective controls with a single interface*

Maximize your Unified Communications investment

With increasingly busy schedules and workers located around the world, it's becoming more difficult to reach the right people at the right time. We play phone tag, interrupt important meetings to take calls, and fly all over the world, all the while continuing to wrestle with an endless list of voicemails, e-mails, missed calls and more. This communications chaos leads to delays in projects, incomplete decisions, and reduced employee performance. Organizations need to simplify operations with solutions that connect people and information more quickly and efficiently. This is the role of Unified Communications (UC).

A successful UC solution delivers significant benefits to most organizations and helps turn communication challenges into competitive advantages. When people know the most effective way to contact colleagues, they efficiently obtain needed information and get the work done, rather than wasting time tracking down the right person. This is one of the benefits of "presence"—knowing instantly whether someone is available to communicate with you and how.

Although phone and conference calls have been a communication staple for ages, video conferencing is rapidly moving from the boardroom to the desktop and becoming a key capability for enterprise communications. What was once viewed as a complex, niche technology is becoming an easy to use, productive communications tool, nearly as ubiquitous as Instant Messaging (IM). Desktop video enhances inter-office communication and helps reduce travel and meeting expenses.

With all that in mind, ShoreWare® Call Manager was created; a UC application suite—ShoreWare Personal Call Manager, ShoreWare Professional Call Manager, ShoreWare Operator Call Manager and ShoreWare Mobile Call Manager, were each tailored for specific needs in your organization. This unique communications suite offers your organization a way to empower all of your users to communicate any way they choose via video, voice (wired or wireless) or IM. The Call Manager helps streamline business communications, improves communication accuracy, and enhances overall end user productivity.

By leveraging ShoreWare Call Manager as part of an end-to-end UC solution, you can achieve better communications, a reduction in travel costs, improved customer service, and better utilization of your equipment and infrastructure.

Communications with impact

Consider the positive impact if telecommuters were fully integrated into your business communications. You could recruit based purely on skill set rather than location and reduce your worries over office space and costs. Your telecommuters can extension dial everyone, know who is on the phone and who is not, and communicate seamless with every other location and every other teleworker. People back at the office can enjoy the simplified access to the remote experts, ensuring that customers get a timely, correct response to any question. The flexibility of the ShoreTel® *Pure IP* Unified Communications solution with Call Manager can also improve job satisfaction for all your employees, leading to better staff retention. With better communications across your enterprise, teleworkers become a more integral part of the team, employees are happier and customers get faster answers, which leads to improved customer satisfaction as well.

By integrating communications management into innovative solution offerings, ShoreTel is leading the way to remove the distance barrier throughout organizations. People who stay connected have access to the people, resources and real-time information they need to make decisions faster and, ultimately, perform better. As part of a whole system with switches, phones and exceptional customer support, ShoreTel stands alone in its ability to provide a comprehensive UC solution.

"One interface integrates video, voice, messaging and data."

The Call Manager application suite ~

the most intuitive and manageable communication tools in the business today.

Eliminate information silos by unifying all your users

Regardless of their role in your organization or their location, Call Manager is transforming the way employees communicate with productivity features such as quick access to directories, as well as a user's availability and location, making it easier to choose the right communication mode at the right time. Superior video quality enhances the communication experience. And productive collaboration sessions are fast and easy to facilitate.

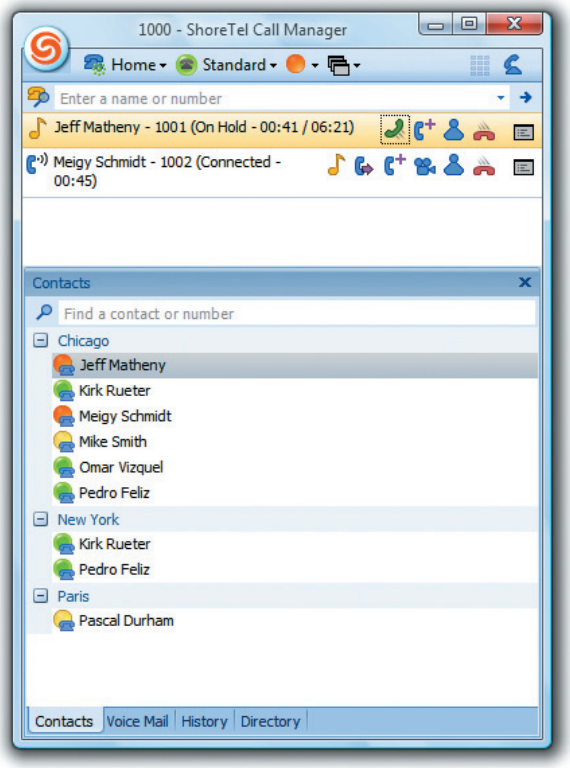

Figure 1: *Manage multiple calls at once*

Put users at ease and free up the IT department

One single interface reduces training efforts as well as capital and operating expenditures. With one installation process, a single application to support and no additional servers to deploy and maintain, the IT workload is reduced.

Be better prepared when users know more about each caller

Call Manager simplifies operations by connecting people and information more efficiently. Users are notified of the incoming calls (or IM) via a discreet alert, allowing them to answer in a simple click. Call Routing Slips and Call Notes help users answer, direct or redirect the callers appropriately. Busy users can manage up to sixteen calls in the same window —Call Manager intuitively places the current call on hold when a new call is answered and allows users to send callers directly to voicemail with a single click.

Redefine productivity with faster, more accurate access

With QuickDialer, users enjoy rapid access to directories or their personal Outlook® contacts. Users can quickly find and connect to the person they need. When a phone call isn't right, QuickDialer also provides a quick and easy way to contact them using an IM or an e-mail. Productivity is improved when users can reach their party faster, with the most appropriate communication modes of the moment.

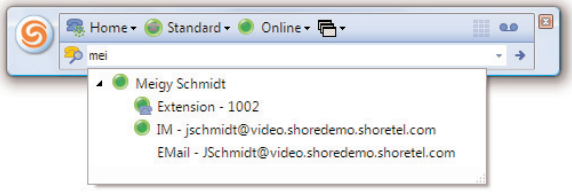

Figure 2: *Automatic completion allows your users to quickly dial their contacts*

No wasted time by leveraging the Outlook application

With Outlook integration, users can manage voicemail and contacts with features that allow them to:

- Listen, replay, forward and save voicemail right from the inbox
- Call contacts right from the Outlook application
- Define call handling from a Meeting/ Appointment request

Build a contact list and build team efficiency

Call Manager's unique blend of phone and IM presence lets users add a contact and see their phone and IM status either in one combined, simple view or an expanded view for power users. Intuitive IM and Presence Control makes communication quick and easy, saving time and money by resolving issues faster. For group interactions, users can access the optional Converged Conferencing Console to initiate a collaboration session.

Communicate with more team members, more frequently through IM

Choose the IM option and open up more opportunities to communicate. Through IM users can:

- Contact people in remote locations
- Communicate when a voice call is too intrusive
- Have side bar conversations
- Save and archive chat conversation
- Enjoy a worry-free, secure IM infrastructure
- Escalate a chat to a phone call in one step

Have face-to-face video meetings with colleagues, without going anywhere

Video makes remote meetings easier, reduces travel expenses, improves collaboration, builds stronger relationships and makes remote workers feel part of the team. With affordable off-the-shelf webcams, placing clear, crisp person-to-person video calls is as easy as a phone call.

Figure 3: *Conduct face-to-face video meetings*

Call Manager is taking advantage of the most recent enhancement to the H.264 standard for video compression: Scalable Video Coding (SVC). Thanks to SVC, ShoreTel can provide desktop video quality (resolution up to 640 x 480, up to 30 frames per second, minimal latency) and network resiliency to all the users.

A graphical Interface works the way you do
Call Manager allows users to customize the information view for the way they work, not the other way around. Tabbed contents allows access to all key features in one window and let users arrange the view based on their work style. For an unobtrusive snapshot, the window can be docked on any side of the screen so it doesn't interfere with other desktop applications.

Handle high call volumes quickly and accurately with ShoreWare Operator Call Manager
Operator Call Manager desktop client allows businesses to cost-effectively provide callers a higher level of personalized, professional service. For corporate operators, executive administrators and departmental receptionists, it is a flexible tool for managing enterprise Unified Communications. Call coverage features, such as Busy Call Appearance and Call Pick-up, speed connections to your employees. And with IM and presence information operators can consult a target user via IM before transferring a call.

Keep mobile workers reachable, anytime, anywhere
Call Manager seamlessly connects customers to mobile workers and mobile workers to the corporate offices more efficiently, instantly creating satisfied customers and staff. The Find Me capability helps callers connect with users even when they are not at their regular extension. Users can have all calls ring first at their extension, then any two other phones they assign. ShoreWare Mobile Call Manager is an integral part of ShoreTel's UC solutions and is transforming the way people communicate. Mobile Call Manager offers users access to familiar functions such as QuickDialer access to corporate and address book contacts, visual voicemail and allows making your mobile phone the enterprise extension on the fly. Mobile users can also change their settings via ShoreWare Web Access.

In a world where communication technology is no longer an afterthought, but a strategic driver in business productivity, the Call Manager is the most versatile, real-time communication application suite available today.

With superior availability and reliability, more flexible features, a greater breadth of telephony and IM control, quality desktop video, and the most customizable interface, nobody delivers better communications services and management than ShoreTel. For organizations looking to optimize resources, functionality that is simple to use fosters adoption, usage and greater ROI. Realize the full potential of your UC strategy by making it easier and more productive for information workers to communicate with anyone, anywhere, anyway they choose.

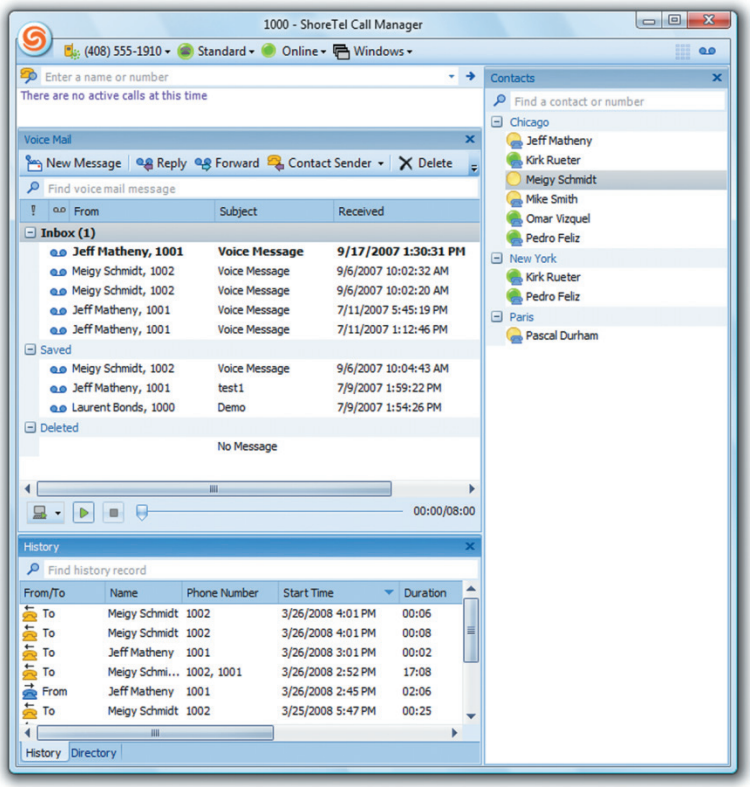

Figure 4: *Customizable interface for your users*

FEATURES

Advanced call management
Intercom
Park
Page
Pick-up
Pick-up night bell
Silent monitor
Barge in
Whisper transfer
Whisper page

Audio conferencing
Up to six parties on conference
Add-on conference
Join a conference

Bridge call appearance
Multiple viewing options
Multiple docking options
Call appearance name, number
Call state
Calling name, number
Call duration
Call Pick-up
Call notes
Call properties

Advanced voicemail playback
Caller ID name and number
Date, time and duration
Call back
Compose
Delete
Forward
Forward via e-mail
Move backward, forward
Play
Reply, reply all
Save
Sort with folders
Play on phone or play on PC

Advanced voicemail management
Matching contact name display
Move backwards, forwards
Play
Date, time and duration

Office Anywhere
Assign number to internal numbers
Assign number to external telephones (cell, home, etc.)

Workgroup agent functions
Display of calls in your queue
Call Pick-up from queue
Call information display
Previous call log display

SoftPhone
Number pad for DTMF entry
Swift change from phone to SoftPhone
G.711 codec
G.722 codec

High quality, low latency video
H.264/SVC protocol
640 x 480 (VGA)
Up to 30 frames per second

About ShoreTel

ShoreTel is a leading provider of *Pure IP* Unified Communications solutions that enable companies of any size to seamlessly integrate voice, video, messaging and data with their business processes. Independent of device or location, ShoreTel's unique distributed software architecture eliminates the traditional costs, complexity and reliability issues inherent in other solutions. Founded in 1996, ShoreTel has achieved broad industry recognition for this proven technology, and continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. For more information, visit www.shoretel.com.

	SHOREWARE PERSONAL CALL MANAGER	SHOREWARE PROFESSIONAL CALL MANAGER	SHOREWARE OPERATOR CALL MANAGER	SHOREWARE MOBILE CALL MANAGER	SHOREWARE WEB ACCESS
System					
QuickDialer	•	•	•	•	Limited
Standard call management	•	•	•		
Advanced call management	•	•	•		
Call history, redial history	•	•	•	•	
Call handling modes	•	•	•	•	•
Audio conferencing	•	•	•		
Audio recording	•	•	•		
Bridge call appearance			•		
Call drag and drop to Contact Viewer			•		
Programmable buttons	•	•	•		
Visual Voicemail					
Standard integrated voicemail				•	
Advanced voicemail playback	•	•	•		
Advanced voicemail management	•	•	•		•
Voicemail preview				Device dependent	
Message notification and escalation	•	•	•		•
Outlook Integration					
Voicemail as attachment				Device dependent	
Voicemail inbox	•	•	•		
Contact integration	•	•	•	•	
Calendar call routing	•	•	•	•	•
Contact Viewer (Extension Monitor)					
Telephony presence		•	•		
Detailed telephony presence			•		
Instant messaging presence		•	•		
Person-to-person chat		•	•		
Client side IM logging		•	•		
Mobility					
Office Anywhere	•	•	•	•	•
Find Me	•	•	•	•	•
SoftPhone		•	•		
Video					
High quality, low latency video		•	•		
Network congestion resiliency		•	•		
Audio and Web Conferencing					
Launch of the Converged Conferencing Console	•	•	•		
Ad-hoc web conferencing	•	•	•		
Workgroup					
Workgroup queue monitoring			•		
Workgroup agent functions			•		
REQUIREMENTS					
Software Requirements					
Microsoft® Windows® OS	XP Pro SP2, Vista Windows 2003 Terminal Server R2	XP Pro SP2, Vista Windows 2003 Terminal Server R2	XP Pro SP2, Vista Windows 2003 Terminal Server R4		NA
Microsoft Outlook	Outlook 2002/XP SP2, Outlook 2003 SP2, Outlook 2007	Outlook 2002/XP SP2, Outlook 2003 SP2, Outlook 2007	Outlook 2002/XP SP2, Outlook 2003 SP2, Outlook 2007	NA	NA
Citrix®	XenApp 4.0 (limited support)	XenApp 4.0 (limited support)	XenApp 4.0 (limited support)	NA	NA
Hardware Requirements					
Processor	Pentium 3-800 MHz	Pentium 4-2.0 GHz, Pentium 4-3.0 GHz with up to 500 monitored contacts, dual core 1.6 GHz for video	Pentium 4-2.0 GHz, Pentium 4-3.0 GHz with up to 500 monitored contacts, dual core 1.6 GHz for video		NA
Available RAM	100 MB *	150 MB *	150 MB *		NA
Disk space	1 GB **	1 GB **	1 GB **		NA
Bandwidth Requirements					
Standard traffic	0.2 kbps	0.2 kbps	0.2 kbps		
High quality video		Up to 600 kbps	Up to 600 kbps		
Others					
		ShoreTel Converged Conferencing 7.1 or Microsoft LCS 2005/OCS 2007 for IM and Presence	ShoreTel Converged Conferencing 7.1 or Microsoft LCS 2005/OCS 2007 for IM and Presence	BlackBerry® 9000 BlackBerry 8700 BlackBerry 7290 BlackBerry 88xx BlackBerry 83xx BlackBerry 81xx Motorola® Razr V3 Motorola V3xx Nokia® E65	

* Memory used by the ShoreTel application exclusively; A minimal of 1 GB of total memory on the PC is recommended when using other office applications under Windows XP or 2 GB under Windows Vista

** Disk space requirement is for installation on a system without Windows.NET Framework installed previously. Once installed, Call Manager requires less than 100MB of disk space

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